

2012-39A

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ROBINSON, MCFADDEN & MOORE, P.C.
COLUMBIA, SOUTH CAROLINA

April 3, 2012

Frank R. Ellerbe, III
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VIA ELECTRONIC FILING

Jocelyn Boyd, Chief Clerk / Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

**Re: Updated Authorized Utility Representative Form for Time Warner Cable
Information Services (SC), LLC
Docket No. 2003-362-C**

Dear Jocelyn:

Enclosed for filing please find Time Warner Cable Information Services (South Carolina), LLC's updated Authorized Utility Representative Form. By copy of this letter we are providing the same to the Office of Regulatory Staff. Should you have any questions, please contact me.

Yours truly,

ROBINSON, MCFADDEN & MOORE, P.C.



Frank R. Ellerbe, III

RECEIVED

/tch

Enclosures

cc/enc: Dan F. Arnett, ORS Chief of Staff (via email and U.S. mail)
Julie P. Laine, Esquire (via email)
Stacy Hannah (via email)
Charlene Keys (via email)

PS
MAIL / DMS

TYPE: ☒ IXC ☒ CLEC ☐ ILEC ☐ Wireless

CERTIFICATED COMPANY INFORMATION

Time Warner Cable Information Services (South Carolina), LLC

Company Name

Time Warner Cable

888-890-7515

Dbafka

Telephone #

60 Columbus Circle,

Mailing Address

New York, NY 10023

City, State, Zip Code

1845 Assembly Street

Business Location

Columbia, SC 29206

Richmond

City, State, Zip Code

County

REGISTERED AGENT INFORMATION

Registered Agent: C T Corporation System

Mailing Address: 2 Office Park Court, Suite 103

City, State, Zip Code: Columbia, SC 29223

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

- A. Charlene Keys 3347 Platt Springs Road West Columbia, SC 29170
General Manager (Include address if different than above.)
803- 744 -5497 / 803 251 5345 / charlene.keys@twcable.com
Telephone Number Facsimile Number E-mail Address
- B. Matthew Wesley Brown 101 Innovation Avenue Morrisville, NC 27560
Customer Relations /Complaints Representative (Include address if different than above.)
919-654- 4031 / 919 -654- 4048 / matthew.brown2@twcable.com
Telephone Number Facsimile Number E-mail Address
- C1. Stacy S. Hannah 13820 Sunrise Valley Drive Herndon, VA 20171
Customer Relations / Complaints Representative for Escalated Complaints (Include address if different than above.)
703-345-2455 / 704-697-4579 / stacy.hannah@twcable.com
Telephone Number Facsimile Number E-mail Address
- C2. 888-890-7515
Customer Contact (Toll Free Number)
- D. Matt Pavlik
Engineering Operations (Include address if different than above.)
803-251-5263 / 803-251-5354 / matthew.pavlik@twcable.com
Telephone Number Facsimile Number E-mail Address
- E. _____
Test and Repair (Include address if different than above.)
888-890-7515 / N/A / https://www.timewarnercable.com/Carolinas/about/contactus.asp
Telephone Number Facsimile Number E-mail Address Form

F. Customer Service - Request Customer Complaint or General Manager contacts listed above
Emergencies (During non-office hours)
888-890-7515 / 803 251 5345 / https://www.timewarnercable.com/Carolinas/about/contactus.ashx
Telephone Number Facsimile Number E-mail Address Form

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

G. Julie P. Laine 60 Columbus Circle New York, NY 10023
Regulatory Officer (Include address if different than above.)
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

H. Dual Party Mailings (Name)
Mailing Address
/ /
Telephone Number Facsimile Number E-mail Address

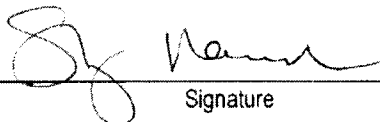
I. Julie P. Laine
Interim LEC Fund Mailings (Name)
60 Columbus Circle, New York, NY 10023
Mailing Address
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

J. Ann Reitter
Universal Service Fund Mailings (Name)
7910 Crescent Executive Drive, Charlotte, NC 28217
Mailing Address
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com
Telephone Number Facsimile Number E-mail Address

K. Ann Reitter
Gross Receipts Mailings (Name)
7910 Crescent Executive Drive, Charlotte, NC 28217
Mailing Address
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com
Telephone Number Facsimile Number E-mail Address

L. Julie P. Laine
Lifeline Mailings (Name)
60 Columbus Circle, New York, NY 10023
Mailing Address
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

Stacy S. Hannah
This form was completed by (print name)


Signature

Senior Manager, Regulatory
Title

April 1, 2012
Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211

Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201

(Rev. PSC 01/2010)